

## ABSTRACT OF THE DISCLOSURE

The invention utilizes an alarm input device and an intrusion detection system and/or video device. When the intrusion detection system and/or video device detects an alarm condition the alarm signal is transmitted to the central station. The alarm signal is then processed by the alarm processing device and/or the central station software. The central station software places the alarm signal into a queue along with the other alarm signals which are waiting for delivery to the next available operator. The central station software selects the highest priority alarm signal, combines the alarm signal and customer account record and delivers it to the next available operator. When the operator's alarm screen displays the alarm description, the account information for the video device is forwarded to establish a connection to the video device. The video from the video device is then displayed for the operator to view.